

Wisconsin Department of Health & Family Services
Bureau of Quality Assurance

The Investigative Process

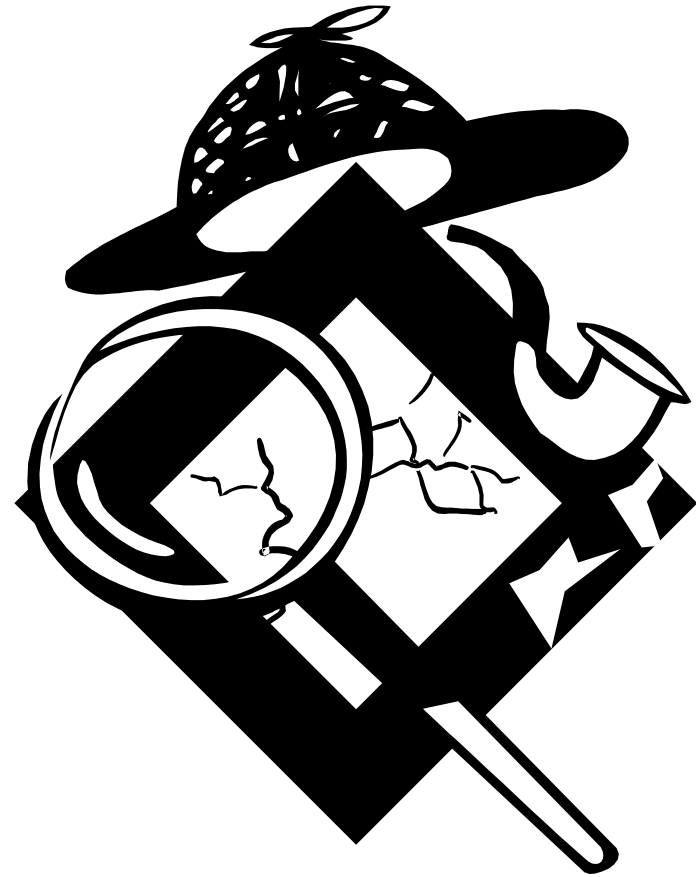


❖ Gathering Information

- Observation
- Memory

Mr. Holmes to Dr. Watson ...

"You have seen but not
observed."



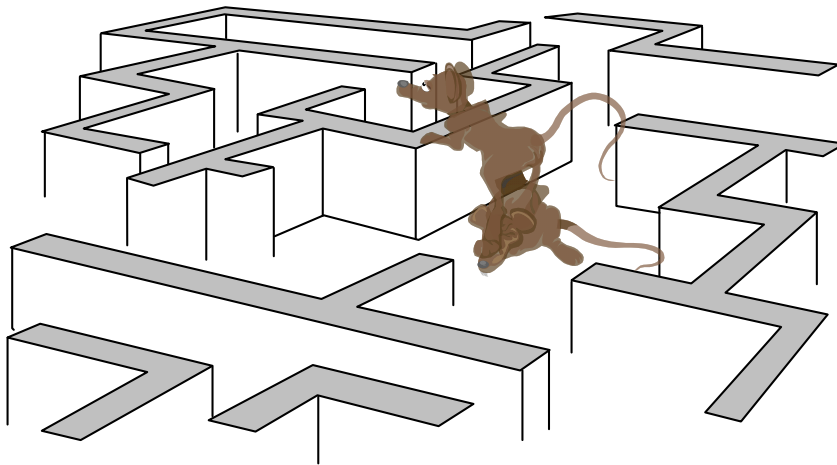
To Observe:



"To see or sense, especially through directed careful analytic attention; to come to realize or know especially through consideration of noted facts."

Webster's New College Dictionary.

Observation



- ❖ Can it be taught?
- ❖ Is it like common sense?
- ❖ Can existing skills be enhanced?
- ❖ How?
- ❖ TIP: Look at the Big Picture:
 - Plan ahead
 - Learn through experience
 - Know what the message is

What affects observation?

- ❖ Sight
- ❖ Sound
- ❖ Touch
- ❖ Smell
- ❖ Taste
- ❖ Intuition



Other influences ...

- ❖ Age
- ❖ Location
- ❖ Family
- ❖ Life Experiences
- ❖ Education & Training
- ❖ Religion
- ❖ Gender
- ❖ Personality Style
- ❖ Health
- ❖ Other???



What else?

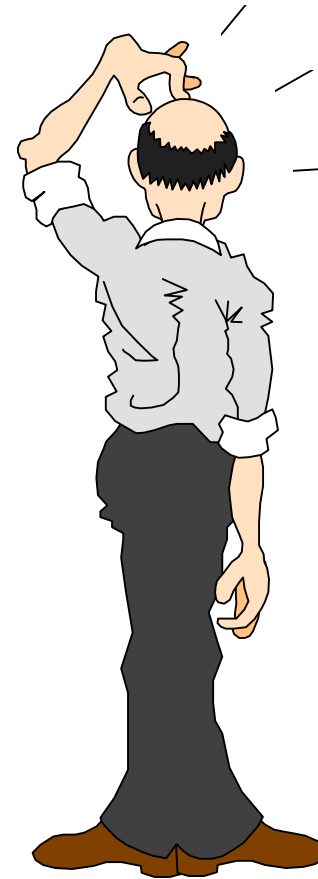


❖ Ability to

- register the information
- store the information
- recall the information stored

Memory

- ❖ Our senses register the information
- ❖ Our brain sorts it out
 - what do we want to keep and for how long?
 - Long term memory
 - Short term memory



How do we remember?



❖ Sensory memory

- Olfactory
- Tactile
- Kinesthetic
- Verbal
- Emotional

❖ Learning style


- Auditory - what you hear; tone, language, etc.
- Visual - what you see; layout; details of a picture; etc.

Why don't we learn?



- ❖ Information doesn't register
- ❖ Not focused
- ❖ Interference
- ❖ Clues are different

How can we enhance our observation/memory?



- ❖ Plan
- ❖ Interest
- ❖ Understand
- ❖ Confidence
- ❖ Pay attention
- ❖ Rehearse/Practice